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August 28, 2015
NOTICE OF JOB VACANCY
#15-171

An opportunity currently exists in the classified service within the Department of Law and Public Safety, Juvenile Justice Commission, Information Technology Unit, for applicants who meets the minimum job requirements specified below:

TITLE: Information Technology Specialist

SALARY: \$51,529.95 - \$72,953.46

LOCATION: Juvenile Justice Commission
1001 Spruce Street, Suite 202
Trenton, NJ 08625

NUMBER OF POSITIONS AVAILABLE: Two (2)

DUTIES: Under direct supervision of the JJC Helpdesk Supervisor, performs the following duties for Windows based as well as MAC computers: Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware; Respond to queries either in person or over the phone; Write training manuals; Train computer users; Maintain daily performance of computer systems; Respond to email messages for customers seeking help; Ask questions to determine nature of problem; Walk customer through problem-solving process; Install, modify, and repair computer hardware and software; Clean up computers; Run diagnostic programs to resolve problems; Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems; Install computer peripherals for users; Follow up with customers to ensure issue has been resolved; does other related duties as required.

REQUIREMENTS

EDUCATION: Graduation from an accredited college or university with an Associate's degree in Computer Science or Computer/Information Technology.

EXPERIENCE: One (1) year of experience in at least one of the following areas: the design and preparation of programs for electronic data processing utilizing current operating systems, modification of systems software and multiprogramming technology; or the development, maintenance, or installation of application programs; or in performing technical support functions within a direct access device environment, or the development, implementation, and maintenance of multi-network, multi-user Local Area Networks (LAN), Metropolitan Area Networks (MAN), and/or Wide Area Networks (WAN) environment.

NOTE: Technical support functions include experience in resolution of online production and/or communications network problems, and/or code modification, testing, and debugging of program modules in an online environment, and/or space allocation and control of direct access storage devices (DASD management).

NOTE: A Bachelor's or Master's degree in Computer Science may be substituted for one (1) year of indicated experience.

NOTE: A general Bachelor's degree from an accredited college or university may be substituted for the Associate's degree.

SPECIAL NOTE ON SUBSTITUTING EXPERIENCE FOR EDUCATION

Experience in the study of work methods/processes, analysis of varied types of data, design and preparation of systems/programs, operation of multiprogramming computer systems and work in the data processing support areas of input/output control or reliability support may be substituted for the required education on a year-for-year basis with thirty (30) semester hour credits being equal to one (1) year of experience.

NOTE: Evidence of formal training in Computer Science/Information Technology received at an accredited institution may be submitted with your application for evaluation by the Department of Personnel for possible credit. These training courses will be examined to see how they compare, both in hours/content, to college courses to which they equate, sixteen (16) training hours being equal to one (1) college credit. In house training courses will not be accepted as meeting this criterion; thus, they will not be evaluated.

LICENSE: Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform essential duties of the position.

If you possess the required experience and are interested in the above position, please send a cover letter (including job vacancy number) and current resume before the closing date of September 11, 2015:

**Juvenile Justice Commission
Office of Human Resources
Attn: Recruitment Officer
P.O. Box 107
Trenton, NJ 08625-0107
or email to jjcrecruitment@jjc.nj.gov**

The "New Jersey First Act," N.J.S.A. 52:14-7 (L. 2011, Chapter 70), requires new public employees to reside in the State of New Jersey within one (1) year of employment. The Department of Law and Public Safety is an Equal Opportunity Employer and is committed to inclusive hiring and dedicated to diversity in our staff. We strongly encourage people from all groups and communities to apply.

